



Creating and Managing Contacts for Your Organization in the ESF 8 Portal

June 25, 2012

Version 1NH



Introduction

How do I access the ESF 8 Portal?

- a. There are several ways to get to the Portal:
 - i. There is an ESF 8 Portal button on the main DHH web site (www.dhh.la.gov)
 - ii. There is also a button on the LNHA, LeadingAge Gulf States and LALA websites
 - iii. You can access it directly at <https://esf8.dhh.la.gov/esf8portal>
- b. You can use your normal EMSTAT login name and password to access the Portal.
 - i. Please remember that for right now, if you change your password in EMSTAT or in the Portal, **these changes are not synchronized**. This will not happen until we get the new version of EMSTAT.
- c. Remember you may have to install the Microsoft Silverlight™



Once you login to the Portal, click on “Security Management” in the Single Sign-On section.

What is ESF 8?

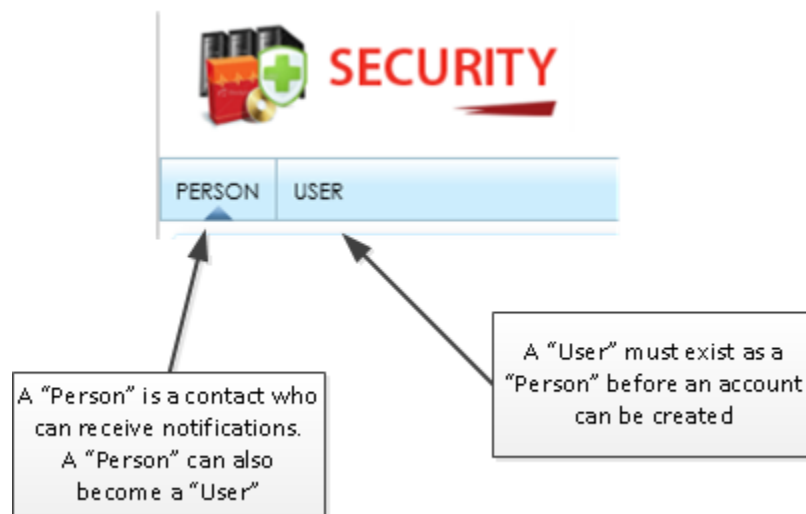
It means “Emergency Support Function 8” and refers to the Public Health & Medical functions that are part of a response to an emergency.

The Department of Health & Hospitals (DHH) is the primary state agency for this part of the State’s emergency response plan. You will often see DHH’s emergency preparedness function referred to as ESF 8.

For our purposes it can also refer to the larger network of critical healthcare facilities (hospitals, nursing homes, and ARCPs, and others) that work together as a team to provide the Public Health & Medical response.

The new ESF 8 Security application can contain information on two types of “entities”:

1. A “Person”
 - a. This is really a contact. It is someone that may need to receive messages from ESF 8 or other facility
 - b. Persons do not have to be system users with login accounts.
2. A “User”
 - a. These are “Persons” that need to access one or more of the ESF 8 systems.
 - b. A “User” must exist as a “Person” before you can create a user account.



For our purposes, Nursing Homes and Adult Residential Care (ARC) Facilities will not be creating Users in the system just yet. Each facility will have a generic account with the same credentials (user name and password) as they currently have in EMSTAT. These will not change.

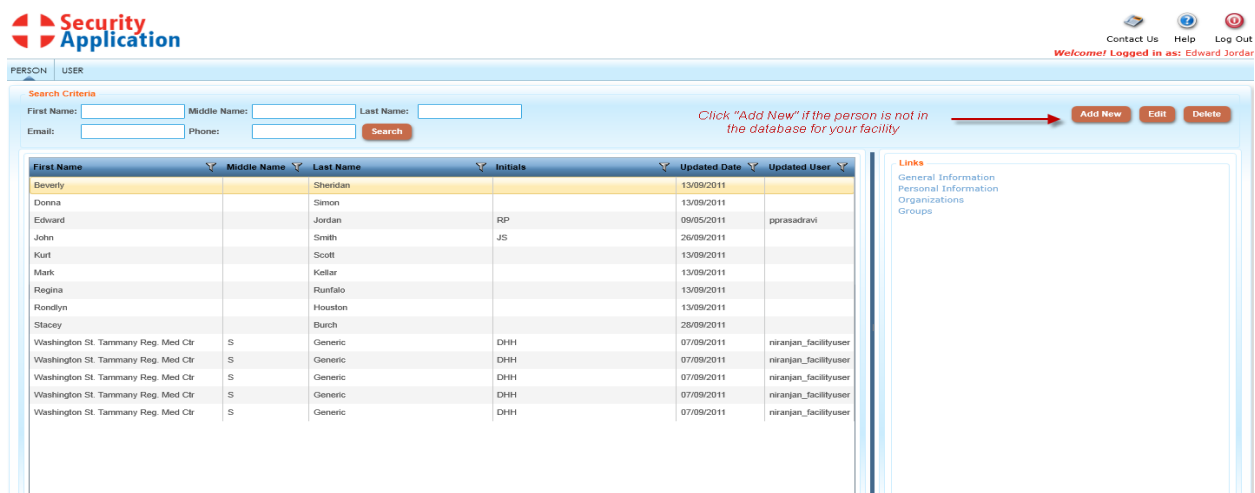
For this beginning implementation, we are concerned with Persons and the associated contact information only.

Creating a New Person

1. Enter the Security Management module after logging into the Portal:



2. Once in the Security Management module, check that all emergency contact “persons” are entered and that the facility’s name is listed (this is your generic facility account DO NOT DELETE or Change Name – you should update phone and email as needed):



3. Once you have determined that the person does not exist in the Security system, click “Add New” to enter a new person:

Security Application

PERSON USER

First Name: | Middle Name: | Last Name:

General Information

Personal Information

Organizations

General Information

Title

First Name

Middle Name

Last Name

Signature

Work Phone

Work Email

More Phones/Emails

Enter information about the person

Positions

☐ Administrator

☐ Assistant Administrator

☐ CEO

☐ Chief Nursing Officer

☐ Chief Operating Officer

☐ Director of Nursing

☐ Director of Plant Operations

☐ Emergency Preparedness

☐ Facility Point of Contact

☐ House Supervisor

☐ LERN Contact

☐ Other

☐ Owner

Assign a job title

Facilities

Click Pick to associate the person to your facility.

Pick

Save Cancel

Finish

- a. Note that you can give a person multiple “Positions” or job titles.

Every Nursing Home and ARC facility should have a minimum number of people and positions defined in the Security Management application. This allows the easy creation of Notification Groups for emergency messages and gives the DRCs and you more control over who gets notified of different events in your facility. Here’s what we suggest:

- Every Nursing Home and ARC facility should have persons with the following minimum Positions defined for their staff in the Security Management application:
 - Owner, CEO, Administrator, or Assistant Administrator
 - Emergency Preparedness Coordinator
 - Facility Point of Contact
 - Director of Nursing and/or Chief Nursing Officer (even if these are not quite the position names in your facility)
 - Director of Plant Operations
- It is possible to give a person multiple titles.
 - You can also give multiple people the same title
 - You can create position-based “persons” and give them these titles

4. When you click “Pick”, simply click on Search. Only the facilities to which you are associated will appear. Click the box next to your facility name in the pop-up, and click “Pick”.

Add Facilities

Search Criteria

Facility Name: Facility Type:

Region: Parish:

☐ Name

Add Facilities

Put a check next to your facility name and click "Pick"

Search Criteria

Facility Name: Facility Type:

Region: Parish:

<input type="checkbox"/>	Name
<input checked="" type="checkbox"/>	LSU Bogalusa Medical Center

5. Please note that you can associate a person with multiple facilities. This example uses an organization with multiple campuses. After clicking “Search”, you can see the facilities to which the person could be associated.

Add Facilities

Click Pick to associate them

Search Pick Cancel

Search Criteria

Facility Name: will FacilityType: All

Region: All Parish: All

<input type="checkbox"/>	Name
<input type="checkbox"/>	Willow Ridge Nursing & Rehab Center
<input checked="" type="checkbox"/>	Willis-Knighton Bossier Health Center
<input checked="" type="checkbox"/>	Willis-Knighton Medical Center
<input checked="" type="checkbox"/>	Willis-Knighton Pierremont HC
<input checked="" type="checkbox"/>	Willis-Knighton South-Center for WH
<input type="checkbox"/>	Williamsburg Senior Living Community
<input type="checkbox"/>	Willow Wood at Woldenberg Village
<input type="checkbox"/>	Malta Park Assisted Living/Willwoods II

1. Check the facilities to which you want to associate the person

- a. Please note that with this Security Management application, you don't have to repeat your contact information for all associated facilities as you currently do with EMSTAT. You can request that your information be associated with multiple facilities. Our messaging system will notify you as appropriate, depending upon the facilities connected to you. In short, it puts all of your contact information in one place. Please contact your Nursing Home DRC or Malcolm Tietje for assistance with this action.
6. Once you have associated the person with a facility (or facilities), you can click "Save" and then "Finish".

Security Application

Contact Us Help Log Out
Welcome! Logged in as: Edward Jordan

PERSON USER

First Name: John | Middle Name: | Last Name: Smith

General Information

Personal Information

Organizations

Title: Mr. [v]
 First Name: John
 Middle Name:
 Last Name: Smith
 Signature: JS
 Work Phone: 985-222-2222
 Work Email: jsmith14@lsuhsc.edu
[More Phones/Emails](#)

Positions

☐ Administrator
☐ Assistant Administrator
☐ CEO
☐ Chief Nursing Officer
☐ Chief Operating Officer
☐ Director of Nursing
☒ Director of Plant Operations
☐ Emergency Preparedness
☐ Facility Point of Contact
☐ House Supervisor
☐ LERN Contact
☐ Other
☐ Owner

Facilities

LSU Bogalusa Medical Center

Click Save. You will get a message that the person was saved successfully.

After saving the person, click Finish to return to the home screen.

Save Cancel

Finish

7. Your new person will now appear in your facility list:

Security Application

Contact Us Help Log Out
Welcome! Logged in as: Edward Jordan

PERSON USER

Search Criteria

First Name: Middle Name: Last Name:
 Email: Phone: Search

Add New Edit Delete

First Name	Middle Name	Last Name	Initials	Updated Date	Updated User
Beverly		Sheridan		13/09/2011	
Donna		Simon		13/09/2011	
Edward		Jordan	RP	09/05/2011	pprasadv
John		Smith	JS	26/09/2011	
Kurt		Scott		13/09/2011	
Mark		Kellar		13/09/2011	
Regina		Runfalo		13/09/2011	
Rondyn		Houston		13/09/2011	
Washington St. Tammany Reg. Med Ctr	S	Generic	DRH	07/09/2011	niranjan_facilityuser
Washington St. Tammany Reg. Med Ctr	S	Generic	DRH	07/09/2011	niranjan_facilityuser
Washington St. Tammany Reg. Med Ctr	S	Generic	DRH	07/09/2011	niranjan_facilityuser
Washington St. Tammany Reg. Med Ctr	S	Generic	DRH	07/09/2011	niranjan_facilityuser
Washington St. Tammany Reg. Med Ctr	S	Generic	DRH	07/09/2011	niranjan_facilityuser

Links

General Information
 Personal Information
 Organizations
 Groups

Do not attempt to input information in the Organizations or Groups sections. This is not needed and is for system administrators. The view of these links may be hidden in a future release.

8. You can now add additional information such as phone numbers and email addresses by highlighting the new person's name and clicking "Personal Information":

The screenshot shows the 'Security Application' interface. At the top, there's a header with the logo and navigation links: 'Contact Us', 'Help', and 'Log Out'. Below the header, there's a 'PERSON' tab and a 'USER' tab. A 'Search Criteria' section includes fields for 'First Name', 'Middle Name', 'Last Name', 'Email', and 'Phone', with a 'Search' button. To the right of the search fields are 'Add New', 'Edit', and 'Delete' buttons. The main area displays a table of people with columns: 'First Name', 'Middle Name', 'Last Name', 'Initials', 'Updated Date', and 'Updated User'. The table lists several individuals, with 'John Smith' highlighted. On the right side, there's a 'Links' section with a list of navigation options: 'General Information', 'Personal Information', 'Organizations', and 'Groups'. A red arrow points to 'Personal Information' with the text: 'You can now add personal information such as addresses, phone numbers, and email addresses by clicking on "Personal Information"'. The user is logged in as 'Edward Jordan'.

First Name	Middle Name	Last Name	Initials	Updated Date	Updated User
Beverly		Sheridan		13/09/2011	
Donna		Simon		13/09/2011	
Edward		Jordan	RP	09/05/2011	pprasadravi
John		Smith	JS	26/09/2011	
Kurt		Scott		13/09/2011	
Mark		Kellar		13/09/2011	
Regina		Runfalo		13/09/2011	
Rondyn		Houston		13/09/2011	
Stacey		Burch		26/09/2011	
Washington St. Tammany Reg. Med Ctr	S	Generic	DHH	07/09/2011	niranjana_facilityuser
Washington St. Tammany Reg. Med Ctr	S	Generic	DHH	07/09/2011	niranjana_facilityuser
Washington St. Tammany Reg. Med Ctr	S	Generic	DHH	07/09/2011	niranjana_facilityuser
Washington St. Tammany Reg. Med Ctr	S	Generic	DHH	07/09/2011	niranjana_facilityuser
Washington St. Tammany Reg. Med Ctr	S	Generic	DHH	07/09/2011	niranjana_facilityuser

9. Each section (Addresses, Phones, and Emails) has an Add, Edit and Remove button. You can add an unlimited number of items in each section. However, we recommend only one Work email and one Work phone number.

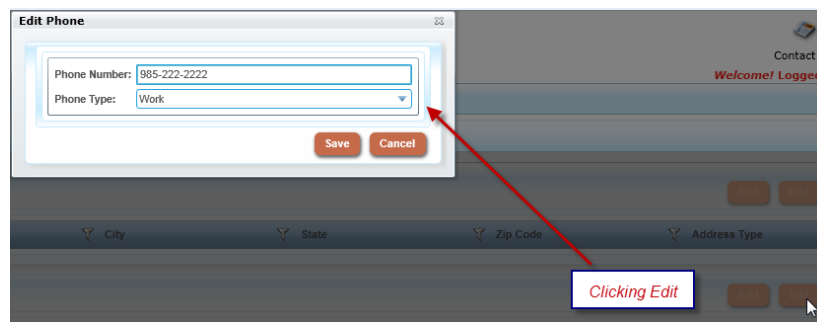
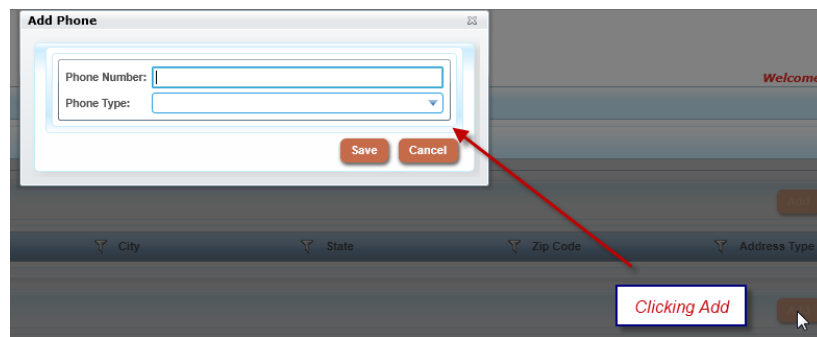
The screenshot shows the 'Security Application' interface, specifically the 'Personal Information' section for 'John Smith'. The left sidebar has tabs for 'General Information', 'Personal Information', and 'Organizations'. The main area is divided into three sections: 'Addresses', 'Phones', and 'Emails'. Each section has a table with columns for the respective information and buttons for 'Add', 'Edit', and 'Remove'. In the 'Phones' section, there is one entry with 'Phone Type' set to 'Work'. In the 'Emails' section, there is one entry with 'Email Type' set to 'Work'. A red arrow points to the 'Add', 'Edit', and 'Remove' buttons in the 'Phones' section with the text: 'Clicking "Add" allows you to add information. Clicking "Edit" allows you to change existing information, and "Remove" deletes the information.' The user is logged in as 'Edward Jordan'.

Street Name	Optional Line	City	State	Zip Code	Address Type
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Phone	Phone Type
985-222-2222	Work

Email	Email Type
jsmith14@suhs.edu	Work

10. When you click Add, Edit or Remove, a box will pop-up prompting you for the appropriate action:



11. Once you have edited or created any personal information, you are finished with this process. Note that the contact information for the main facility account can be edited after logging in to the ESF 8 Portal by clicking on the "My Profile" tab.

Questions or comments can be sent to Henry Yennie at henry.yennie@la.gov or malcolm.tietje@la.gov.